

## Frequently Asked Questions

### District Office Contact Information

Phone: (916) 498-4600

Fax: (916) 444-6117

Mailing Address: 501 I Street, Suite 12-600, Sacramento, CA 95814

Question: How do I apply for a passport?

Answer: For complete instructions and forms visit the U.S. Department of State's website at <http://www.travel.state.gov/> . If you need your passport in less than two weeks, you can contact Congresswoman Matsui's district office and she can schedule an appointment with the San Francisco passport agency. If you are experiencing a delay in the processing of your application Congresswoman Matsui can contact the passport processing site and check the status.

Question: How can the Congresswoman help with my visa application?

Answer: Congresswoman Matsui acts as a liaison between her constituents and the U.S. Citizenship and Immigrations Services and U.S. Embassies. If you are experiencing a delay that is past the normal processing times, Congresswoman Matsui can contact these agencies. Please check the processing times on the U.S. Citizenship and Immigration Services website at <http://www.uscis.gov/>. If you are seeking assistance with a non-immigrant or tourist visa, Congresswoman Matsui may be able to assist.

Question: I have a pending case or appeal with the Department of Veterans Affairs. Can Congresswoman Matsui help me find out anything about the status of my case?

Answer: Congresswoman Matsui can contact the VA to inquire about your case. Please complete the privacy release form, including your signature, social security number or VA file number and return it to the district office. In order to have a claim expedited you must provide documentation demonstrating a financial hardship, for example bank statements or past due bills.

Question: How do I get a copy of my Military Records?

Answer: Please complete the Privacy Release Form including your signature, your social security number and any other information that may be helpful in locating your records such as your middle name, the dates and branch of the military you served in, the locations you served, the date of your discharge, or your service number. It also is helpful if you complete what is known as Standard Form 180, which you can find by clicking here: <http://www.archives.gov/research/order/standard-form-180.pdf> . Once you submit this to the district office, Congresswoman Matsui can make an inquiry to the National Personnel Records Center on your behalf.

Question: How do I get on the Housing Choice Voucher waiting list?

Answer: The waiting list opens once a year. Congresswoman Matsui can help you check on the status of your request; however, as this program is administered at the local level, only the Sacramento Housing and Redevelopment Agency can place you on the waiting list. If you would like Congresswoman Matsui to check on your status on the waiting list, please complete the Privacy Release Form and return it to the district office.

Question: How do I obtain a new Social Security card if one is lost or stolen?

Answer: You can apply for a replacement card by filling out Form SS-5. The new card will have the same number as the one lost. If you have any questions, you may contact the SSA either through the SSA website or by calling (800) 772-1213.

Question: Can Congresswoman Matsui expedite my claim for Social Security benefits?

Answer: Currently, the Social Security Administration is attempting to speed up the processing times on claims. The SSA does have provisions in place to expedite claims for individuals facing severe financial and medical hardships such as impending foreclosure, eviction, terminal illness, or an inability to access life-saving medications. If you require expedited processing, please contact the district office, and the Congresswoman will contact the SSA to determine if your claim is eligible.

Question: How do I enroll for Medicare Coverage?

Answer: If you are receiving SSA benefits when you turn 65 years old you will be automatically enrolled in Medicare (you have the right to refuse Part B). If you are disabled and receive benefits you will be automatically enrolled after 24 months. For more detailed information about enrolling in Medicare, Medicare Website or call Medicare at 1-800-633-4227.

If you encounter enrollment or billing issues with the Medicare program, Congresswoman Matsui may be able to assist you. You will need to send a request to the Congresswoman's Sacramento Office and they will serve as a liaison for your claim.